City of Loma Linda
Official Report

Karen Gaio Hansberger, Mayor
Floyd Petersen, Mayor pro tempore
Robert Christman, Councilmember
Stan Brauer, Councilmember
Robert Ziprick, Councilmember

COUNCIL AGENDA: September 14, 2004

TO: City Council

VIA: Dennis R. Halloway, City Manager

FROM: Barbara Nicholson, Personnel Assistant

SUBJECT: Job Descriptions – Information Systems Supervisor
Information Systems Technician

RECOMMENDATION

Approve job descriptions for Information Systems Supervisor and Information Systems Technician.

BACKGROUND

An Information Systems Supervisor and an additional Information Systems Technician were approved as part of the 2004-2005 budget process. The Supervisor position is new this year. The Information Systems Technician position was created a year ago and a formal job description had not been completed at that time.

The City of Loma Linda Personnel Rules and Regulations require additions to the Position Classification Plan be approved by City Council, therefore, these descriptions are submitted for City Council approval.

AGENDA ITEM 14

CITY OF LOMA LINDA
INFORMATION SYSTEMS SUPERVISOR

DEFINITION

Under direction, performs work involved in the analysis, design, modification, implementation and maintenance of the City's Communication Network; performs related duties as required.

CLASS CHARACTERISTICS

This class is assigned to the Department of Information Services. It is characterized by the responsibility for the analysis, planning and implementation of all components of the City's telecommunication system.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Analyze current and historical service levels, traffic patterns and feature usage, and recommend and implement software changes/upgrades to maximize efficiency.

2. Project and analyze user needs and developments in the telecommunications industry and develop means of accommodating future system demands.

3. Conduct comparative and cost analyses of system expansions and enhancements; formulate short and long-term plans; design network topology and develops specifications and work with contractors to implement same.

4. Evaluate the cable plant and recommend strategies for optimizing existing lines without major plant expansion.

5. Study overall switch and microwave alarm patterns and determine methods for averting patterned outages.

6. Evaluate system reports and develop cost effective recommendations to improve service delivery and system reliability.

7. Maintain and examine network history logs and alters network operations modes for the purpose of conducting performance studies.

8. Plan strategic and tactical disaster recovery survival scenarios based on different threat levels.

9. Assist with the preparation of the Information Systems and Connected Community Program budget; compile equipment and materials lists and projects costs.

10. Ensure that adequate replacement parts are kept in network equipment inventory for repairs and anticipated changes.

11. Develop and control security mechanisms to ensure against unauthorized access to the network and control equipment.

12. Maintain records and prepare and submit reports and correspondence as required by immediate supervisor.

13. Provide vacation and temporary relief as required.

Information Systems Supervisor

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include the equivalent to graduation from a four-year college or university with major coursework in computer science, information systems management or related field; and three years of progressively responsible related experience in information systems design, implementation and operations including supervision and management. Experience in project development and implementation is highly desirable. Additional qualifying work experience may be substituted for the required education.

Knowledge, Skills, and Abilities

Knowledge of current principles, practices and techniques related to the operation of data processing equipment and peripherals; data management program development; programming languages and available hardware/ software packages; telephone, voice mail and networking programs; budget preparation/administration; research techniques, methods and procedures

Ability to accurately evaluate and prioritize hardware and software requests; recommend purchase of equipment, services and supplies; analyze, interpret and report research findings; test and debug computer systems and determine optimal system performance; coordinate data processing activities with other City departments and with outside agencies; assist other City staff in identifying data processing needs; prepare and present concise oral and written reports; organize work, set priorities, and exercise sound judgment; establish and maintain effective working relationships.

Special Requirements

Possession of or ability to obtain a valid Class C California driver's license and a satisfactory driving record.

Incumbents must pass a medical examination at time of appointment.

Incumbent must successfully complete a one-year probationary period.

WORKING CONDITIONS

Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities; occasional lifting up to seventy-five pounds such as files, stack of papers, reference books, and computer components; exposure to confining work space and electrical hazards.

CITY OF LOMA LINDA
INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under general direction, provides technical assistance in the coordination and implementation of activities and operations involved in ensuring the accessibility, integrity and security of the City's information systems; performs a variety of complex technical duties involved in the installation, repair, replacement, and maintenance of City's information systems; administers the City's website, creates and maintains new and existing web pages; performs such other related duties as may be assigned.

CLASS CHARACTERISTICS

Incumbents perform a variety of technical tasks and advanced administrative tasks in the maintenance of the City's information systems and design, development, administration and maintenance of the City web site.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Coordinate and perform a variety of work activities and duties relative to City's information systems operations; assist with hardware and software installation and general support.

2. Assist in evaluation, maintenance and troubleshooting of City personal computers; research and evaluate whether problems are hardware or software related and implement corrective solutions.

3. Administer and coordinate user access and control; install, maintain, and delete user users; assign user rights.

4. Orient new users and provide technical support to existing users on the correct operation of personal computers, network communications devices and telephones.

5. Install new or relocate existing PC hardware and software, including connecting hardware to the networks, installing software, transferring data and testing

6. Interface with City departments, other governmental agencies, outside vendors and others as necessary to assist in the management of the various aspects of city information systems technology.

7. Perform preventative maintenance on City's personal computers, network communications devices and telephone system.

8. Coordinate the City website; assist in the design of the site's flow and function, create web pages, design and implement ongoing updates, maintenance, functionality and improvements.

9. Convert and design format for documents to HTML or PDF formats.

10. Evaluate and recommend web technologies to enhance current and future information technologies.

11. Coordinate taping and broadcasting of City Council meetings and rebroadcast of City Council meetings and County Board of Supervisor meetings.

12. Attend and participate in professional and department meetings as necessary; stay current on issues, trends, developments, innovations, equipment and improvements in the field of information systems and web technology; implement improvements as is appropriate.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a Web Administrator/Network Technician. A typical way of obtaining the required qualifications is to possess the equivalent of two years of directly related experience in Information Technology.

Knowledge, Skills, and Abilities

Knowledge of current principles, practices and techniques related to the operation of personal computers, network communication devices and telephone systems; research techniques, methods and procedures; website design and maintenance.

Ability to learn and apply skills necessary to operate, install, maintain, configure and troubleshoot personal computers, network communication devices, telephone systems, and websites; assess, evaluate, and prioritize maintenance and repair requests; prepare and maintain accurate records; communicate effectively; understand and follow verbal and written directions; establish and maintain cooperative working relationships.

Special Requirements

Possession of or ability to obtain a valid Class C California driver's license and a satisfactory driving record.

Incumbents must pass a medical examination at time of appointment.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. Occasional lifting up to seventy-five pounds such as files, stack of papers, reference books, and computer components. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard.